



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$220.84	\$108.66	\$262.36	\$591.86
B. Number of credits issued for repairs - 24 - 48 hours	34	9	22	65
C. Number of credits issued for repairs - 48 - 72 hours	5	3	6	14
D. Number of credits issued for repairs - 72 - 96 hours	1	1	1	3
E. Number of credits issued for repairs - 96 - 120 hours	0	0	1	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$850.00	\$900.00	\$700.00	\$2,450.00
B. Number of customers receiving credits	17	18	14	49
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments